



J U P I T E R E d u T E C H  
INNOVATING FUTURE

## OUR POLICIES

The aim of the policies is to ensure transparency, discipline, and smooth functioning of the services provided by Jupiter Edutech to Students and/ or Parents and / or Representative of Schools and / or Representative of Coaching Institute and / or Representative of Universities and / or Representative of Councils and/ or Teachers and/ or Mentors and/ or Educators

By enrolling with the Jupiter Edutech the aforementioned parties agree to comply with the hereinunder mentioned policies for the respective parties.

The Policies shall be effective from 1st January, 2026.

### 1. Payment & Refund Policy:

#### OFFLINE:

- Tuition fees are payable monthly in advance for the current month.
- Full month's fees must be paid in advance before commencement of classes.
- Fees must be paid only to Jupiter Edutech through authorised payment modes.
- Incase of classes taken through our Teachers and/ or Mentors and/ or Educators any payment to them is strictly prohibited in the agreed period of consultancy OR the in the period as decided by Jupiter Edutech.
- Fees will not be adjusted for student absence, holidays, or exams.
- Discussion about the fees with the Teachers and/ or Mentors and/ or Educators by Students and/ or Parents is **STRICTLY PROHIBITED**. If it comes to the notice then in such the classes will be terminated with no payment to either parties.

#### ONLINE:

- Tuition fees are payable monthly in advance for the current month.
- Full month's fees must be paid in advance before commencement of classes.
- Fees must be paid only to Jupiter Edutech through authorised payment modes.
- Incase of classes taken through our Teachers and/ or Mentors and/ or Educators any payment to them is strictly prohibited in the agreed period of consultancy OR the in the period as decided by Jupiter Edutech.
- Fees once paid are non-refundable and non-transferable under any circumstances.
- Fees will not be adjusted for student absence, holidays, or exams.
- Discussion about the fees with the Teachers and/ or Mentors and/ or Educators by Students and/ or Parents is **STRICTLY PROHIBITED**. If it comes to the notice then in such the classes will be terminated with no payment to either party.

#### REFUND POLICY:

- Fees paid by the parents will be refunded, **ONLY IF** we fail to provide **ANY** services/teachers/products within 5 days of the payment of the fees.

## **2. Classes & Attendance**

### **OFFLINE & ONLINE**

- Only conducted classes will be considered valid and payable.
- Incase student is absent in a particular class that will be considered as fully concluded class and no backup class will be given by the respective teacher or Jupiter Edutech,
- Tutor absence will result in rescheduling of the class, subject to availability of the tutor.
- No back up for the classes will be given for the holidays on National Holidays; State Holidays; holidays of Hindu Festivals or as when decided by the Government as such Voting dates; state of emergency.
- Classes schedule and duration remain as agreed at the time of enrolment.

## **3. Communication Guidelines**

### **OFFLINE & ONLINE**

- All communication must be through the official modes as given the agreement.
- Private arrangements regarding fees or scheduling without admin approval are not permitted.
- Jupiter Edutech is not responsible for commitments made outside official channels.

## **4. Tutor Allocation & Replacement**

### **OFFLINE & ONLINE**

- Tutor allocation will depend upon the subject requirement, availability, and mode of tuition.
- Tutor replacement may be provided if required, at management discretion.
- Replacement tutors may differ in teaching style or experience.
- Tutor replacement does not entitle parents to **ANY REFUNDS OR FEE ADJUSTMENTS.**

## **5. Discontinuation & Termination**

### **OFFLINE & ONLINE**

- A minimum of 7 days' written notice is required incase of termination from either party.
- All pending dues must be cleared before termination.
- Immediate termination may occur due to non-payment, misconduct, or policy violation.
- No refunds or due payment will be made upon discontinuation.
- Termination can also be as per the discretion of Jupiter Edutech upon sufficient reasons to do so. In such case, no refunds or due payment will be made

## **6. Conduct & Discipline**

### **OFFLINE & ONLINE**

- Parents and students must maintain respectful and professional conduct.
- Any form of misbehaviour or harassment may lead to immediate service withdrawal without refunds or due payment

## **7. Policy Amendments**

### **OFFLINE & ONLINE**

Jupiter Edutech reserves the right to modify this policy at any time. Updated policies will be binding once communicated.

**LAST UPDATED: 1<sup>ST</sup> JAN. 2026**

